GRAYSON COLLEGE
CPMT 2345 - Course Syllabus

Please Note: Due to extenuating circumstances, including public health issues, course and testing delivery methods, instructional schedules, housing contracts, campus procedures and/or operating hours may be altered, interrupted and/or ceased for a limited or extended period of time. Such changes will be posted on the College website.

*** Note: Some labs CANNOT be made up. For example if we get to have a PC Repair day and the PC Build day, those are only available for you to do on that day

Course Information
CPMT2345, Computer Systems Troubleshooting, In Classroom

Type of Course/Delivery Mode/Testing Requirements
Face to Face course, Lecture 3 hrs/wk on campus, Lab 1 hr/wk
Testing will be in classroom for Midterm and Final and chapter quizzes will be online

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Professor Contact Information
John Dick, 903-463-8670, email dickj@grayson.edu, AT108B,
Office hours M-TH 3-4pm & F 8a-11a

Course Pre-requisites, Co-requisites, and/or Other Restrictions: *None*

Course Description
CPMT 2345 Computer Systems Troubleshooting (3,1,3) Principles and practices involved in computer system troubleshooting techniques and repair procedures including advanced diagnostic test programs and the use of specialized test equipment.

Student Learning Outcomes
Develop hardware and software troubleshooting techniques and perform procedures used in troubleshooting.

Required Textbooks (ISBN # included) and Materials
Fixing Windows Vista, 1st Edition, Jean Andrews
ISBN-10: 1428320431   ISBN-13: 9781428320437

Required Assignments & Academic Calendar

In case of inclement weather, emergency closings, or other unforeseen disruptions to scheduled classes, student must log onto their Canvas accounts for directions on where or how to continue their coursework.

Outline of Topics Covered

Appendix E – Installing Windows Vista/7
1. **Windows Vista/7 Quick Fixes**
2. **Making Windows Vista/7 Boot Like New**
3. **Removing Malicious Software**
4. **Vista/7 Pest Control**
5. **Wired and Wireless Made Easy**
6. **Hardware and Application Errors**
7. **Resurrecting the Dead**

This schedule is subject to change, with fair notice, via Canvas messaging

| Date	Details	
Sun Mar 29, 2020	Lab01	due by 11:59pm
Sun Apr 5, 2020	Lab02	due by 11:59pm
	Lab03	due by 11:59pm
Sun Apr 12, 2020	Lab04	due by 11:59pm
Sun Apr 19, 2020	Midterm	due by 11:59pm
	Quiz01	due by 11:59pm
	Quiz02	due by 11:59pm
	Quiz03	due by 11:59pm
	Quiz04	due by 11:59pm
Sun Apr 26, 2020	L05	due by 11:59pm
Sun May 3, 2020	L06	due by 11:59pm
Sun May 10, 2020	L07	due by 3:45pm
Thu May 14, 2020	Quiz05	due by 11:59pm
	Quiz06	due by 11:59pm
	Quiz07	due by 11:59pm
	Final	due by 11:59pm

Methods of Evaluation

Grading

Categories	Percentage
Quizzes	33
Labs	33
Avg of Midterm & Final	34

Grade Scale 90- 100 A
80 - 89   B
70 – 79   C
60 – 69   D
< 60   F

Students can check grades in CANVAS throughout the semester.

*** ALL assignments are due as noted in Canvas. No late work accepted. No "makeup" work available.

*** Due to the nature of some of the lab material, some labs CANNOT be made up after the day on which they are scheduled. One example of this is a "PC Repair" day. The equipment needing repaired will only be available on that lab day. We cannot get the equipment back from a customer again for you to work on it after that day is passed.

Methods of Instruction
The course will be lecture, videos, discussions and labs with hands on components

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Course & Instructor Policies

- **There will be no makeup exams or credit given for any late work**
- **Students will not cheat or copy during tests or quizzes. If caught, the student will receive a zero for that assignment.**

Class Attendance
Academic success is closely associated with regular classroom attendance and course participation.
All successful students, whether on campus or online, are expected to be highly self-motivated.
All students are required to participate in courses regularly and are obliged to participate in class activities and complete and submit assignments following their professors' instructions. Students taking courses during compressed semester time frames such as mini-mester, summer sessions, and mid-semester should plan to spend significantly more time per week on the course. Responsibility for work missed because of illness or school business is placed upon the student. More than two (2) absences are considered to be excessive. In addition, students' eligibility to receive financial aid or live in a College dormitory can be affected by withdrawal from courses. When withdrawal occurs, any tuition refund would be made in accordance with state regulations.

Student Conduct & Discipline
Students will be in their seats before the start of class. They will participate in class discussions and ask questions appropriate to the subject matter as needed. Safety is of the utmost importance in the classroom especially when labs are being accomplished. Cell phones will be on silent and may only be answered outside of the classroom.

Academic Integrity
The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrate a high standard of individual honor in his or her scholastic work.

Scholastic dishonesty includes but is not limited to cheating, plagiarism, collusion, and the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts. Plagiarism, especially from the web, from portions of papers for other classes, and from any other source is unacceptable.

Student Responsibility
You have already made the decision to go to college; now the follow-up decisions on whether to commit to doing the work could very well determine whether you end up working at a good paying job in a field you enjoy or working at minimum wage for the rest of your life. Education involves a partnership that requires both students and instructors to do their parts. By entering into this partnership, you have a responsibility to show up for class, do the assignments and reading, be engaged and pay attention in class, follow directions, and put your best effort into it. You will get out of your experience here exactly what you put into it – nothing more and nothing less.

Title IX

GC policy prohibits discrimination on the basis of age, ancestry, color, disability, gender identity, genetic information, national origin, race, religion, retaliation, serious medical condition, sex, sexual orientation, spousal affiliation and protected veterans status.
Furthermore, Title IX prohibits sex discrimination to include sexual misconduct: sexual violence (sexual assault, rape), sexual harassment and retaliation.

For more information on Title IX, please contact:
- **Dr. Molly M. Harris, Title IX Coordinator (903)463-8714**
- **Ms. Logan Maxwell, Title IX Deputy Coordinator - South Campus (903) 415-2646**
- **Mr. Mike McBrayer, Title IX Deputy Coordinator - Main Campus (903) 463-8753**
- **Website: http://www.grayson.edu/campus-life/campus-police/title-ix-policies.html**
- **GC Police Department: (903) 463-8777- Main Campus) (903-415-2501 - South Campus)**
- **GC Counseling Center: (903) 463-8730**
- **For Any On-campus Emergencies: 911**

**Grayson College is not responsible for illness/injury that occurs during the normal course of classroom/lab/clinical experiences.

**These descriptions and timelines are subject to change at the discretion of the Professor.
** Grayson College campus-wide student policies may be found at the following URL on the College website: https://www.grayson.edu/currentstudents/Academic%20Resources/index.html